




**STATE OF TENNESSEE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF MENTAL RETARDATION SERVICES  
ANDREW JACKSON BUILDING, 15<sup>TH</sup> FLOOR  
500 DEADERICK STREET  
NASHVILLE, TENNESSEE 37243**

**MEMORANDUM**

**TO:** Agency Directors  
ISC Agency Directors  
Clinical Services Providers

**FROM:** Stephen H. Norris  
Deputy Commissioner 

**DATE:** May 31, 2005

**SUBJECT:** Documentation of Services

During the recent TennCare audits, the surveyors found that some providers continued to have problems with documentation of services provided. Some providers did not clearly document the amount of service provided to an individual—they did not record time-in and time-out or otherwise fully document the hours of service. In addition, some providers who ultimately produced records were unable to provide them in a timely manner when requested by the surveyors.

I want to re-emphasize to you the importance of documentation of service provision and the requirement to have that documentation readily available for any of the entities that survey your agency. Inadequate documentation represents potential re-coupment of funds from both the provider and the state of Tennessee.

If you have any questions about documentation requirements or practices, please contact the Regional Office for information and technical assistance with this very important matter.

Thank you for your immediate attention to this issue.

Memorandum  
May 31, 2005

c:     Alan Bullard  
         Kathleen Clinton  
         John Craven  
         Lucia Beller  
         Adadot Hayes  
         Fred Hix  
         Larry Latham  
         Central Office Program Directors